Excitor A/S

DME Client User Guide

For DME client version 1.10 for S60

Document version 1.0

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CHAPTER 1

Introduction to Excitor and DME

Welcome to the user guide for DME client version 1.10. This guide is divided into three parts:

1. An introduction to DME - about the company Excitor A/S, what the DME system does, and about various aspects of DME that are shared between DME clients on all platforms.
2. A platform-specific guide to the DME client - for S60, UIQ, Windows Mobile, or Java.
3. A description of how you can get more help, a list of procedures, and a glossary.

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Copyright information

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About DME

DME (Dynamic Mobile Exchange) offers synchronization of push e-mail, PIM information (calendar, contacts, to dos), and optionally files, to mobile devices. It fully integrates mobile device management with state-of-the-art security and efficient software deployment. DME is a mobile client/server solution that works with mobile phones, smartphones and PDAs using Symbian, Windows Mobile or Java as operating system. DME is developed by Excitor A/S.

The solution enables large and midsize enterprises to deliver business mobility services to employees and to effectively manage and control mobile devices without compromising security. DME is device, network and operator independent and offers unparalleled TCO, unprecedented data and device security, and a very intuitive interface for users and administrators.

Features and benefits

- *Convenient for the user:* Push e-mail, calendar, contacts and to dos
  With DME on your mobile phone, smartphone, or PDA, you get your most critical and often used office tools in your pocket wherever you are, whenever you need it. E-mails appear on your phone the moment they hit your office mailbox.
- *Quickly back in the game:* Instant service recovery
  Should your phone get lost or stolen, a new DME client can be pushed to a new phone in a few minutes after you purchase a new DME supported phone or borrow one from someone else – no matter where it happens.
- *Fretless security:* Mobile security policy enforcement
  E-mails are encrypted over the air and on the device itself using full AES 128-bit encryption. Shell protection of the entire phone, requiring password to access all features except picking up calls, gives you further security options.
- *Freedom and ease-of-use:* Effective control of all devices
  Gain a complete overview of your devices – regardless of make, model, or platform. Information about the device model, versions and programs installed on the device is listed in the Web-based DME control center for easy administration. Features, settings and available applications and network connections are all controlled centrally and can only be changed by the users to the extent this has been made possible by centrally applied security policies. Dividing the devices into groups makes it easy to change settings/features for many devices at a time.
- *Ease-of-use comes in many flavors:* Simple support and administration
  Push software and upgrades via SMS or WAP to the users, permit them to serve themselves, or automatically upgrade software when the users log on. For support purposes, retrieval of device configurations and connection set-up makes it possible for you to help users who cannot connect, and a log of user actions assists you in identifying the problems and solving them. Notification of changes to server status can be sent to the DME administrators to ensure they are alerted to problems quickly.
- *Cost containment:* Control of ongoing mobile cost
  Data and voice logs allow you to monitor activity levels real-time, and identify "expensive" behavior which can be reduced. Heavily-used operators can be determined and connection preferences can be set as default. Build advanced reports to get a clear view of your organization's mobile traffic.
- *Freedom of choice:* Versatility
  Works on any available network (WLAN/Wi-Fi, GSM, GPRS, 3G/UMTS, EDGE...), and on most devices from leading manufacturers. Works on Lotus Domino and/or Microsoft Exchange collaboration systems.

Typographical conventions

Before you start using this guide, it is important to understand the terms and typographical conventions used in the documentation.

For more information on specialized terms used in the documentation, see the Glossary at the end of this document.

The following kinds of formatting in the text identify special information.

Formatting convention	Type of Information
Bold	Items you must select, such as menu options, command buttons, or items in a list.
Special Bold	Words with special meaning, for instance names of LDAP user groups.
Emphasis	Use to emphasize the importance of a point or for variable expressions such as parameters.
`Key+Key`	Key combinations for which the user must press and hold down one key and then press another, for example, `Ctrl+P` or `Alt+F4`.
	Caution - performing the action described may lead to loss of data or involves other risk.

Terminology

The DME client can be installed on a variety of devices and on several platforms. The terminology used on these devices varies depending on platform on input technology – for instance whether the device uses a pen, a full keyboard, a touch screen, or function buttons. In order to minimize the number of words used in this guide, we attempt to use a common terminology wherever possible.

The following is a list of terms used in this guide, and an explanation of the term.

Term	Explanation
DME	Often used for the DME Client.
DME Server	The DME Web Administration Interface.
Mail system	The server based collaboration system that your company runs, typically Lotus Domino (Notes) or Microsoft Exchange (Outlook).
DME menu	The DME menu is the main menu in the DME interface. On some devices, you have to select **Options** to access the menu, on some you select **More**.
Select	To choose an item or a menu option, whether by clicking, tapping, or choosing in a menu.

Some features or interface elements only apply to some platforms. The following icons are used to signify platforms.

Icon	Explanation
	Applies to the DME Client for the Java platform.
	Applies to the DME Client for the Symbian platform.

Applies to the DME Client for the Symbian UIQ platform.

Applies to the DME Client for the Windows Mobile platform.

Some features that are common to all platforms, such as logging in to DME, are illustrated with screenshots depicting a variety of platforms. The icons above are used for indicating the depicted platform.

In some cases, there are more than one route to selecting an option. For instance, on UIQ devices you can create an e-mail either by selecting **More** – **Create** – **E-mail** or by tapping **New** in the touch options bar, leaving the focus on **E-mail**, and tapping **OK**. The manual will usually only mention the regular menu route.

DME client concepts

Synchronization overview

The basic idea of the DME client is to keep the e-mail, calendar system, and possibly files of your mobile device up-to-date with the corresponding items on the corporate network. To do this, the DME client must be *synchronized* with the collaboration system or the file server. E-mails and calendar items are synchronized with the corporate ***collaboration system*** (see Glossary on page 61), and files are synchronized with files on the DME server or in a network location specified on the DME server. Please note that file synchronization requires a special license - please consult your DME administrator for more information.

What is synchronized

In the synchronization (or *sync* for short) process, DME checks the following:

1. Have any items been *created*? An item could be an e-mail, a contact, a calendar item, a to do, or possibly a file. If an item has been created, it is copied to the system on which it does not yet exist (for example, if an e-mail was created and sent from the mobile device, the e-mail is copied to the Sent folder on the collaboration system).

   Furthermore, the e-mail, calendar and other items on the mobile device are synchronized with respect to the time span for which items should be shown according to the settings. For instance, the settings may specify that the e-mail application should show e-mails for the last 7 days. The sync process will then clear e-mails older than 7 days from the Inbox and other boxes except Drafts (on the mobile device only).

2. Have any items been *deleted*? If an item, for instance a meeting, has been deleted in the collaboration system, the deletion will be reflected on the mobile device. E-mails deleted on the mobile device will only be deleted on the collaboration system if a certain setting is enabled.

3. Have any items been *edited*? If you for instance edit a spreadsheet on the mobile device, the sync process will update the spreadsheet on the DME server (if file sync. is enabled). In the same way, if you edit a contact on the mobile device or on the collaboration system, the change will be synchronized.

Conflicts

In some cases, a conflict may arise. For instance, if a meeting has been moved to another time on both the collaboration system and the mobile device, DME will resolve the conflict by moving the meeting to the time indicated in the DME client, and a message will be sent with information about this fact.

Synchronization methods

The DME client can be synchronized in four ways:

1. *Server-initiated sync (Push)*

   Whenever someone sends you an e-mail, a meeting invitation, or similar, it is received by the collaboration system. The DME server will check for such updates in the collaboration system at regular intervals and send an SMS (a text message) to the mobile device on which your DME client is installed. The SMS is picked up, read, and deleted by the DME client, and a sync is initiated to make the device reflect the change in the collaboration system. The DME client will optionally notify you with a sound whenever a new e-mail has arrived in this way. Push sync is enabled and scheduled by the DME administrator.

2. *Scheduled sync*

   The client can be set up to synchronize at regular intervals. The intervals are the same for all resources (e-mail, calendar, contacts, to dos, and optionally files), but scheduled sync can be enabled and disabled for each resource.

3. *Pull sync*

   For e-mail and calendar items, you can set up a separate schedule for synchronization. This way you can for example set up scheduled sync intervals for contacts, to dos, and files, disable scheduled sync for e-mail and calendar, and enable pull sync for e-mail and calendar with a more frequent schedule.

4. *Manual sync*

   Finally, it is possible to synchronize the client with the server manually by selecting a menu item in the client. You can synchronize the different item types individually, or you can choose to sync all at the same time.

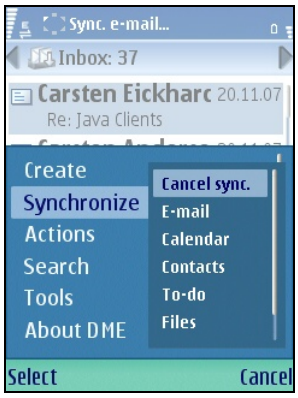
Push mail and scheduled sync can be enabled or disabled depending on server and client settings. For more information, see Settings.

If file synchronization is enabled, files can be synchronized using scheduled sync or manual sync. Files can be synchronized in one of three ways, which is determined by sync method selected in the *file rule* set up by the DME administrator:

- One-way, just like receiving an e-mail: The files are downloaded to your device if updated on the server since your last sync.
- Execute: The files are downloaded and executed on your device, if it was updated on the server since your last sync.
- Two-way, just like editing a meeting invitation: The files are downloaded to your device if updated on the server since your last sync, or uploaded to the server if you updated the files on the client since your last sync.

For more information, consult your DME administrator.

When the DME client is performing a synchronization, status messages about the current sync process are shown in the interface. While the synchronization is in process, you can cancel it by selecting **Synchronize** - **Cancel sync.** from the DME menu.



Sync. vs. import

There are two different ways of getting data from the collaboration system into the DME client. An *import* deletes any existing data on the device before bringing in data from the collaboration system. A *synchronization* checks for differences between the data on the device and data on the collaboration system, and then aligns the data – for example by retrieving new e-mails from the server, sending e-mails from the device, adjusting the time for a scheduled meeting, bringing a contact on the server up-to-date with a contact which you have just modified on the device, as described ***above*** see "Synchronization overview" on page 8.

E-mail

After installing DME, your mailbox will initially be empty. To retrieve e-mails from your mailbox on the collaboration system, you can either use the **Import** or the **Synchronize** function. The reason that you can use either function is that all data initially exists on the collaboration system only.

The first time you log in to the DME client after installing it, you will be asked if you want to import your e-mail from the server.

When you accept to do this (recommended), your e-mails from the collaboration system are imported to the device according to the ***E-mail settings*** on page 48 specified for the device.

Other items

"Other items" include calendar items, contacts, and to dos. At this point it is important to distinguish between devices which have previously been synchronized using other software than DME, and devices which have not.

Previously synchronized: If the device has previously been kept in sync with the collaboration system using software such as Nokia PC Suite, Sony Ericsson Sync Station, Microsoft ActiveSync, or similar, you can assume that your contacts, calendar items and so on are up-to-date on the collaboration server. Therefore you should initially perform an **Import** of these items. Doing this clears data on the device and imports data from the server, ensuring that no duplicates occur.

Not previously synchronized: If the device has not previously been kept in sync with the collaboration system, there are probably a number of manually entered items such as contacts on the device. If you want to keep these contacts, it is important that you follow the procedure described below. Please note that from now on only contacts are mentioned; however, the procedure applies to calendar items and to dos as well.

1. Perform a synchronization of the device. This matches contacts on the device with your personal contacts on the server. DME checks for duplicates, but items are not recognized as duplicates if:
   a) Different data fields are completed for the contact on the device or the server. For instance, if "Home Phone" is completed on the device for the contact "John Doe", a "John Doe" on the server without a "Home Phone" will not be marked as a duplicate.
   b) The spelling is different in any completed field.
   c) When there is any doubt that an entry is a duplicate, a duplicate will be created.
2. Now clean up your personal address book in the *collaboration system on the server*. This is important. You will probably find a number of apparent duplicates. However, there will always be some difference as mentioned above.
3. When you are satisfied with the information entered for your personal contacts in the collaboration system on the server, import your personal contacts to the device. Doing so erases the old contacts and brings in the up-to-date set of contacts from the server.
4. On the device, you can now add any device specific features such as contact photos, speed dial keys, custom ring tones, etc. From now on, you will only use the sync feature or the scheduled sync from the device, which will not interfere with any of the custom features.

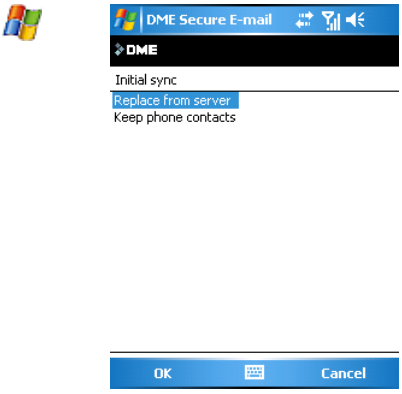
Initial sync wizard

DME will help you remember to import your e-mail and PIM information before entering the regular sync cycle.

The first time you log in to the DME client after installing it, you will be asked if you want to import your e-mail from the server.

When you accept to do this (recommended), your e-mails from the collaboration system are imported to the device according to the ***E-mail settings*** on page 48 specified for the device.

The first time you choose to synchronize your calendar, contacts, or to dos, you are prompted to either replace existing calendar items, to dos, or contacts from the server (import) or to keep the information on the device (sync).



As discussed in the previous sections, it is recommended to replace the existing items from the server (import) the first time the device communicates with the server.

Working across time zones

With DME, you can always keep your office in your pocket - including scheduling and calendaring. One challenge in calendaring is the fact that sometimes we operate with multiple time zones.

As an example, take a user based in London (we will call him *John*). He books a meeting with a colleague based in Paris (this is *Pierre*). The meeting is booked at 10:00 London time - that is, 11:00 Paris time.

The challenge of time zones

The DME server is a gateway between the collaboration system and the mobile device. With respect to time zones, Lotus Domino and Microsoft Exchange behave differently, and the mobile devices do not all work in the same way. DME has to balance the differences between the systems and provide the most transparent user experience as possible.

This section is a description of best practice – how to work with your calendar to make the time zones issue as smooth as possible.

Back-end system

When you book meetings in your collaboration system (Lotus Notes or MS Outlook), always book in local time – meaning that when the meeting is booked, it will occupy the true time slot in your calendar, adjusted for time zones. When John books a meeting with Pierre, he should book it in London time, even if the meeting is physically in Paris. John knows that the meeting should be at 11:00 Paris time, so he books it for 10:00 local time and invites Pierre to the meeting. The collaboration system will figure it out, and Pierre will see the meeting as booked at 11:00 local time, which is correct. To do this most easily, follow these steps.

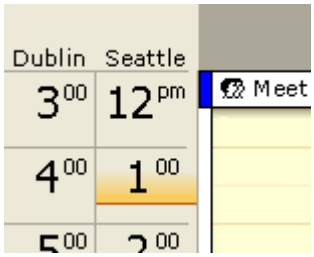
Lotus Notes (v.7):

1. When you book a meeting in a different time zone, mark the field "Specify a different time zone" in the meeting booking form.
2. John can now choose GMT+1 ... Paris in the "Time zone for start time" field, and book the meeting for 11:00 in Paris.
3. John's calendar will show the meeting as taking place at 10:00 (local time).

When John syncs his calendar in DME, the meeting will be displayed for 10:00.

Microsoft Outlook:

1. When you book a meeting in a different time zone, you can add and display a second time zone:
   a) On the **Tools** menu, click **Options**.
   b) Click **Calendar Options**.
   c) Click **Time Zone**.
   d) Select the **Show an additional time zone** check box.
   e) In the **Label** box, type a description.
   f) In the **Time zone** box, list the time zone you want to add.
   g) If you want your computer clock to automatically adjust for daylight saving time changes, select the **Adjust for daylight saving time** check box.
2. When you add a second time zone, the current time in the primary time zone will be highlighted with gradient colours to make it easier to see (see the image below).



3 If two time zones are shown, the meeting organizer's time zone is the reference point. If you organize a meeting and display free/busy times for invitees from other time zones, their busy times adjust to display correctly in your time zone. The second time zone is visible only when viewing days.

4 John can now choose the time slot 11:00 (Paris)/10:00 (London), and book the meeting.

When John synchronizes his calendar in DME, the meeting will be displayed for 10:00.

Travelling to Paris

On the day of the meeting, John travels to Paris to meet with Pierre. He naturally brings his mobile device with the DME client.

Shortly after crossing the border to France, or when getting out of the airport in Paris and turning on his phone, the French phone operator may prompt him to change the time zone from London time to local Paris time. *John should accept this.* If the phone operator does not prompt to change the time zone, *John should do so himself* (see the documentation for your particular device for a description of how to do this). Do not set the regular clock on the device!

Furthermore, the time zone setting in DME should reflect that of the phone. On Windows devices and Java devices it is possible to set DME up to change the time zone automatically according to the time zone on the phone. If this setting is not enabled, or if John is using a Symbian 9 device, he should open the DME client and change the time zone in DME. The DME time zone is usually set up to follow the server time zone, but you should now specify to the client that you have travelled to another time zone. To change the time zone in DME, see ***General Settings*** on page 46.

Now, when you open the Calendar application, you will observe that your meeting with Pierre is now scheduled for 11:00 instead of 10:00 - which is what you wanted.

Note that on Java devices it is necessary to restart DME when the time zone is changed.

Main points

The following are the main points when dealing with time zones:

1 Always book meetings in local time (in relation to your current location).

2 When travelling, adjust the time zone on the phone and in DME to your local time zone - do not set the clock manually.

If you follow these simple guidelines, you should not experience problems with your DME calendar when travelling between time zones.

Special case: All-day events

An all-day event is an anniversary, a holiday, or a birthday - that is, any event that lasts a full day.

All-day events behave differently, depending on device platform and collaboration system.

In *Outlook*, when you change the time zone, all-day events move. That is, when you change the computer's time zone, the all-day event moves to display in the new time zone. An event, such as a holiday or birthday, will appear in the Outlook calendar on two consecutive days. For example, a birthday could appear from 6 A.M. one day to 6 A.M. the next day.

In *Lotus Notes*, an all-day event will always have a full day duration when you create it. That is, it will appear from 00:00 to 23:59 in your calendar (even though technically it actually spans from 04:00 to 20:00). Even if you change time zones, the event will have a full day duration. However, if you change the time zone westward, the date of the event will shift to the previous day.

DME solves this issue on the mobile device by making sure that an all-day event is always shown from 00:00 to 23:59 on the correct date (for instance, your birthday won't suddenly slip from, say, November 13 to November 12 just because you travel westward, and it won't suddenly be on two consecutive days).

However, this does not yet work on Java devices (DME cannot manipulate all-day events on Java devices). Java devices function like Exchange (time of event floating with time zone). Therefore, you may experience the problem of all-day events changing dates when you adjust the time zone on your Java device.

Data security

DME is a Secure E-mail client, that is an encrypted client that keeps all e-mails securely stored on the device - even if the SIM card is changed or the battery runs out after you have logged in. All data remains encrypted at all times using strong AES 128-bit encryption, and is only decrypted to memory when it is displayed on screen.

It is not possible to export any data from the device to be read elsewhere.

All DME-related data on the device (e-mails, calendar items, to-dos, contacts, and synchronized files) is deleted in the following events:

- If the SIM card is changed (optional)
- If the user name or password is entered incorrectly a number of times (set up by the DME administrator)

All e-mails are deleted if a new user logs in, but calendar items, to-dos, and contacts are preserved.

In addition, if the device is lost or stolen, the data on the DME client can be cleared remotely by sending a command from the DME server (*remote wipe*). You should always contact your DME Administrator immediately if you lose your device.

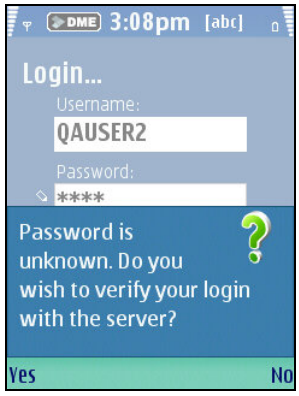
Changing mailbox passwords

Depending on your company's security policy, you must change your network password at regular intervals. Usually your network password is the same as your mailbox password, but on Domino collaboration systems this is not necessarily so. The DME client depends on the mailbox password to gain access to synchronize your e-mail to the device.

Your mailbox password can be changed from your desktop computer or from your device. If your collaboration system is based on Active Directory, a message may pop up telling you well in advance that it is time to change your password. If you ignore the warning, your current password will eventually become invalid, and you will be unable to log on to the system.

You can either change your password from a desktop computer on the network or from the client.

- *If your mailbox password is changed from a desktop computer* on the network, the new password has to be verified on the server the first time you log in to the DME client. When you log in, and DME recognizes you as a user and recognizes your password, but detects that the password has been changed on the server, the following message is shown:



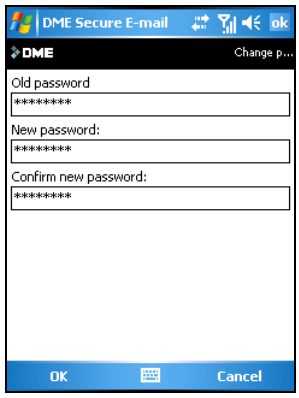
  You are then asked to enter your old password.

  1. Select **Yes** to verify the new password on the server.
  2. Enter your old password.
  3. Select **Log in**.

  You can now use DME as usual.

- *You can change your mailbox password from the client.*

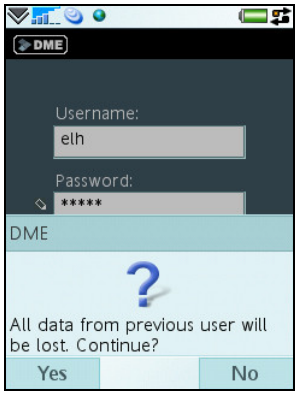
  1. Log in to the client as usual.
  2. Open the DME menu, and select **Tools - Change password**.
  3. Enter your existing password in the **Old password** field.
  4. Enter a new password in the **New password** field, and retype it in the **Confirm new password** field.
  5. Select **OK**.



DME sends the password change request to the server. If the server accepts the request, a message tells you that your password has been changed. If the server rejects the request, a message tells you why the command failed. If the command fails, it can be an issue with the server setup, and you should contact your DME Administrator.

Switching users

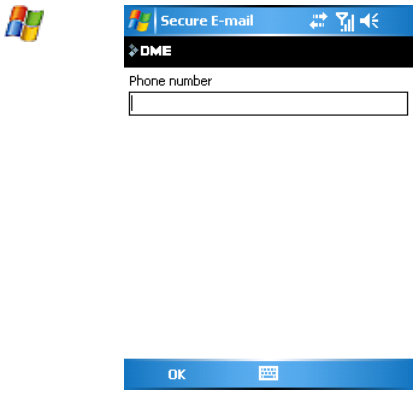
You can hand over your device to another person, even if it contains all your e-mail data. All e-mails will be erased when the new user logs in. However, your calendar and to-do items, and contacts are preserved on the device until the new user performs an import from the collaboration system.



The new user is taken through the same verification process as described in ***Logging in*** on page 25.

Changing SIM cards

If you change the SIM card in your device, the DME client will ask for the new phone number the first time you log in to the DME client. It is important that the phone number is correct, as many features depend on the DME server's ability to send SMS messages to the device.



1 Enter the phone number.

2 Select **OK**.

The device phone number can be changed in ***General Settings*** on page 46.

Note that if the setting **Flush on new SIM** is enabled in ***Security settings*** on page 47, all DME data will be wiped from the device when you change the SIM card.

This feature is not supported by the DME client for Java, as SIM card changes cannot be detected on Java devices.

Installing the client

In order to install and run the DME Client, the following needs to be in place first.

Internet access

In order for you to use the DME client, you need access to a working Internet connection – that is, an Internet access point must be defined on your device. The access point defines how data traffic is sent from the device. A GPRS/Internet access point may have been pushed to your device from the DME server, in which case you are all set.

If you are in doubt as to which access point to select, ask your DME Administrator. Consult your device manual for information about setting up access points. Most operators allow you to download access point setup configurations from their Web page.

Installation files

To install the client, you need the software installation files. It is possible to transfer the installation file by for instance e-mail, cable, or memory card transfer directly to the device. However, the files are usually provided to you by the DME Server in one of two ways:

1. *Server push:* Your IT department uses the DME Server to push the client software to you by means of an SMS or WAP message.
2. *Client pull (self-provisioning):* You send an SMS to the DME Server with a specific code, requesting the DME server to push specific software to you. Information about the SMS details is made available by your IT department.

Depending on the client deployment method selected by your IT department, you will receive an SMS message or a WAP message.

- *Installation link received by SMS message*

  1. Open the text message with the text "New software from DME".
  2. Select the hyperlink included in the message.
  3. Use your messaging application's command to open the link in a browser.

- *Installation link received by WAP message*

  1. Open the service message with the text "New software from DME".
  2. Use your messaging application's command to open the link in a browser.

When the installation is complete, the SMS or WAP message is automatically deleted from your messaging Inbox.

Please note that on Java devices, the SMS or WAP message is not automatically deleted.

Installation

➢ *Continuing the download*

1. Select **Yes** to allow the connection to the DME server.
2. You will now receive a certificate from the server. Select **Continue** to continue the download. Note that this step only occurs if it is the first time DME is ever installed on this device.
3. Details of the DME client, including file size, are shown. Select **OK** to continue.

The DME client installation file is now downloaded.

When the file is downloaded, you can proceed with the installation. The DME client is installed in two steps - first the "DME" program, which is a background application, and then the "DME client", which is the user interface described in this guide.

On Windows Mobile, the file is downloaded to your My Documents folder. To start the installation, you must execute the file by clicking the file.

The software will always be installed on the internal device memory - it cannot be installed on a memory card.

➢ *Installing DME*

1. Select **Yes** to install DME.
2. Select **Continue** to install the DME software.
3. Select **Continue** to install the DME Secure e-mail software.
4. Select **OK** to accept the license agreement.
5. Wait for the installation to complete.
6. Select **Yes** to save the server path.
7. Select access point (see ***Internet access*** on page 19).

(Note that the installation process may vary slightly from platform to platform). When the installation is complete, the DME client is launched (this is optional on Windows Mobile) and is ready to use. See the section ***Sync. vs. import*** on page 10 for information about getting your e-mails and PIM information to the device after installing the client.

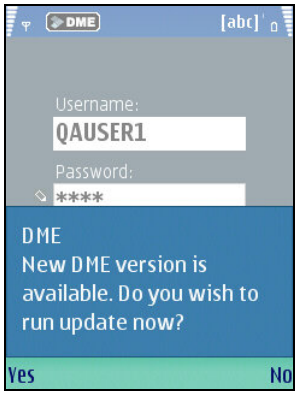
To uninstall the DME client, see ***Removing the client*** on page 52.

Updating the DME client

New software versions can be pushed to the device from the DME server. This is done in the same way as a new installation. See ***Installation files*** on page 19 for more information.

Software updates can also be installed by using the **Mark for installation** functionality from the DME server.

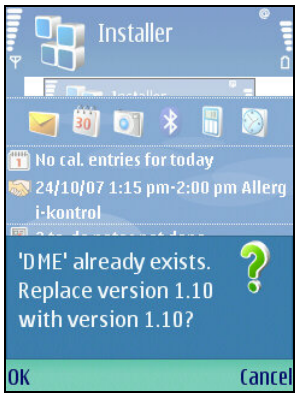
When the DME administrator uses **Mark for installation**, the updated DME software is automatically downloaded to the device after a normal synchronization.



➢ *Updating the DME client if marked for installation*

1. Log in to DME.
2. If no update message is displayed, do a manual synchronization.
3. When the update message is displayed (see illustration above), select **Yes** to install the update.
4. Follow the steps from the previous section.

During the installation, DME will check for existing DME clients. If found, a message such as the following is shown. Note that if you upgrade from one "DME build" to another, the message may ask you to confirm the upgrade to a version with the same version number as the existing version.



In case any applications are open, DME might ask permission to close some applications in order to continue installation.

CHAPTER 2

S60 devices

This section contains the specific guide for DME Client 1.10 for Series 60 devices from Nokia and other vendors.

In this chapter

About S60 devices 23
Using the client 24
Mail 28
Search 36
Calendar 42
Contacts 45
To-dos 45
Settings 46
Removing the client 52
Menu tree 53

About S60 devices

DME supports a wide range of S60 devices, including, but not limited to, the following mobile devices running Symbian 9:

Nokia 3250

Nokia 6110 Navigator

Nokia 6290

Nokia E61/E61i/E62

Nokia N95

Samsung SGH-i520

For more information, see the ***DME Support*** http://support.dmesync.com Website.

The model used throughout this manual for illustration purposes is the *E50*, running Symbian 9:

As of DME client version 1.9.2, DME for S60 only supports Symbian 9 devices. For information about which clients still support Symbian 7 and 8 on S60 devices, please contact your DME partner.

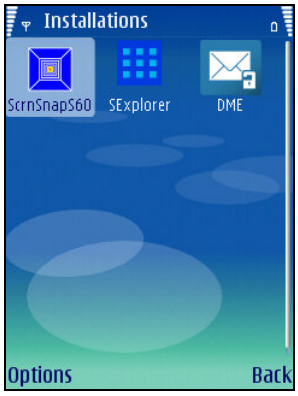
Using the client

Locating and starting the client

The DME client will usually be set up to launch automatically when you start the device. DME contains a number of security features that depend on the client being started. Furthermore, the client contains a feature that makes it impossible to shut down the client without also shutting down the device. For more information, see ***Data security*** on page 15.

➢ *Starting the DME client*

1. Open the **Installations** folder (**Installat.** in the menu).
2. Open **DME**.



Note that on some S60 devices, DME is installed in the **Applications** folder.

➢ *Switching to DME if the client is already running*

1 Press and hold the menu key.

2 Select the **DME** application using the joystick.

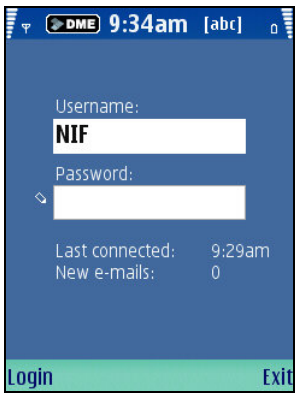
Logging in

When the DME client is launched, the following login window is shown:

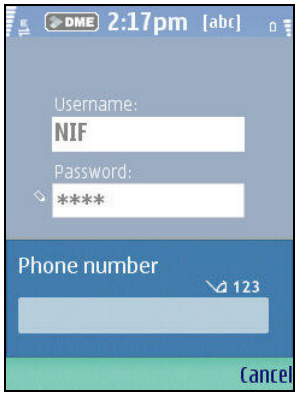
You must log in with the same user name and password that you would use for the ***collaboration system*** (see Glossary on page 61) on your desktop PC. Contact your IT department if you have problems with your user name or password.

If the DME client was already running, and you are logging in again after logging out (either manually or automatically after a period of inactivity), the screen shows the time of the last synchronization with the collaboration system and the number of new, unread e-mails.

The client remembers the user name from your last login, unless the DME administrator has disabled this feature for security reasons.



If you have changed SIM cards since the last time you logged in, DME will prompt you for your phone number.



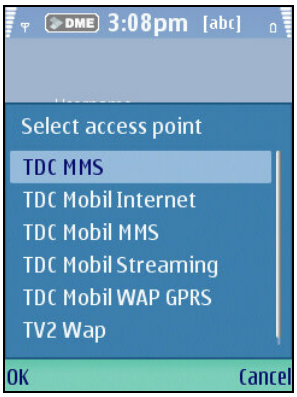
Enter your phone number, and press **Yes** to continue. It is recommended that you always include your international country code (for instance "+45" for Denmark). You can change the phone number later in the ***General Settings*** on page 46.

First-time login

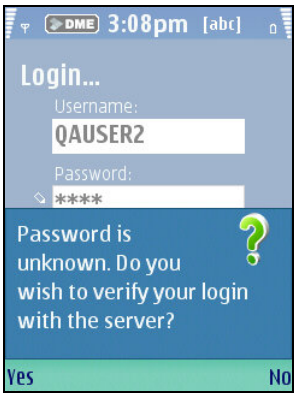
If you are logging in to the client for the first time, the login process is different. Depending on your platform, DME will ask a number of questions.

➢ *Logging in to DME for the first time*

1. DME asks you to confirm the server path. If the installation file was pushed to your device from the server, the server path is sent to the device along with the installation file, in a separate SMS. When DME launches, the server path is read from that SMS, but you must confirm it. If DME was installed in another way, for instance through cable transfer, you must enter the server path here. The server path has the form `https://dme.yourcompany.com/nam_xml`, where `dme.yourcompany.com` is the name of the server where DME is installed.
2. Enter your user name and password, and select **Login**.
3. DME shows the list of access points defined on the device, and asks you to select one of them. The access point defines how data traffic is sent from the device. If you are in doubt as to which access point to select, ask your DME Administrator. Consult your device manual for information about setting up access points. Most operators allow you to download access point setup configurations from their Web page.



4. Since this is the first time you enter your user credentials, DME needs to verify that the password is in fact correct, and asks the question "Do you wish to verify your login from the server?"



   Select **Yes**, if you are sure you entered your password correctly.
5. If the login process is successful (that is, DME can establish a connection to the DME server and log in using your user name and password), you are prompted whether you want to import your e-mail at this point. This is often a good idea after your first login. See ***Initial sync wizard*** on page 11 for more information.

You are now ready to use the DME client.

RSA SecurID

DME has optional support for third-party user authentication with ***RSA SecurID*** (see Glossary on page 61) tokens. For further information, contact your IT department, IT partner/reseller, or visit our Web site: ***DME*** http://www.dmesync.com.

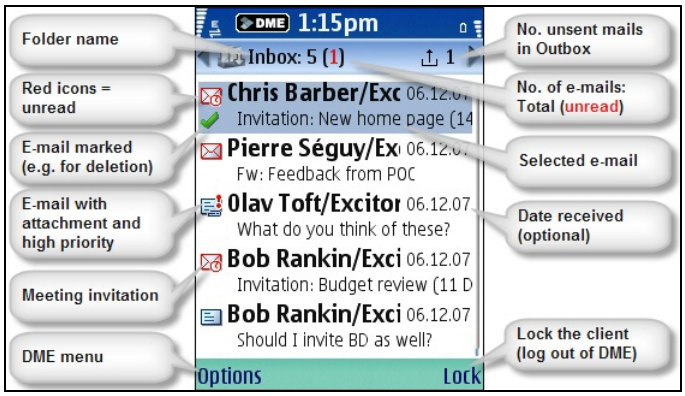
The client interface

DME seeks to use the navigation features and the look and feel that is native to the device on which it runs. For this reason the DME client may look different on different platforms and devices, but the basic structure of the client is always the same.

The DME client consists of an e-mail client, which is also the DME control center. From here you can access all options in the DME client. DME uses the calendar and to do applications that are native to the current device.

If you wish to secure the DME client, select **Lock**. The DME client is now locked, showing the Login screen. You need to enter your password to unlock the DME client again. The DME client is also locked after a period of inactivity as specified in Settings.

The illustration below shows the main DME interface.



Use the joystick to navigate through the user interface.

Mail

The first screen you see after logging in is the Inbox, which displays the e-mails and meeting invitations that have been synchronized or pushed to the client.

Move the joystick left and right to toggle between the different mailbox folders: Inbox – Outbox – Drafts – Sent. Move the joystick up and down to scroll through any items in each folder.

You can also access the folders by selecting **Options** – **Tools** – **View** and the folder you want to see. Through the **View** option you can also access the calendar and your contacts.

Above the e-mail list you can see the total number of e-mails in the current folder. In the Inbox, the number of unread e-mails is shown in red and in parentheses. The e-mail icon of unread e-mails is also red: ✉. The number of unsent e-mails in the Outbox will be shown to the right in all the other mailbox folders after the Outbox symbol ↥.

Folder actions

In each folder, you can perform a number of actions on one or more items.

Selecting multiple items

Some functions can be performed on a single item or several, marked items - for instance deletion or marking as read.

To select several items in a folder or list, press the Edit key ( ) on the device. If you keep the Edit key pressed while you move the joystick up and down, the items in the list will be selected or unselected as you scroll. You can also select/unselect the items individually by pressing the Edit key. DME marks selected items with a green check mark .

Marking read/unread

When you read an e-mail in the DME client, the e-mail will be marked as read - that is, the e-mail icon is grey and not red . Furthermore, the e-mail will be marked as read in the collaboration system the next time you synchronize. You can mark an e-mail as unread after reading it, for instance in order to remember reading it when you get back to the office, or you can mark unread e-mails as read.

The actions described below can apply to a number of selected items. See ***Selecting multiple items*** on page 29 for information about how to select multiple items.

➢ *Marking one or more selected e-mails as read or unread*

1. Open the DME menu, and select **Actions**.
2. Select **Mark read** to mark the e-mail(s) as read, *or*
   Select **Mark unread** to mark the e-mail(s) as unread.
3. Select **Selected** to mark the selected e-mail(s), *or*
   Select **All** to mark all e-mails.

Sorting items

You can sort items in the Inbox and the other folders ascending or descending by date, name, or subject.

➢ *Sorting items*

1. Open the DME menu, and select **Actions**
2. Select **Sort**
3. Choose between the following sort methods:
   Descending by date (newest e-mail at the top)
   Ascending by date (oldest e-mail at the top)
   Descending by name (by sender's name, Z-A)
   Ascending by name (by sender's name, A-Z)
   Descending by subject (by e-mail subject, Z-A)
   Ascending by subject (by e-mail subject, A-Z)

The selected sort order applies to all folders.

If the folder is sorted by anything other than **Descending by date**, an icon in the top bar indicates which sort method is used.

Deleting items

When deleting an e-mail, the e-mail data is removed from the DME client. Depending on a setting in ***E-mail settings*** on page 48, the e-mail can also be deleted on the mail system at the next sync.

The actions described below can apply to a number of selected items. See ***Selecting multiple items*** on page 29 for information about how to select multiple items.

➢ *Deleting one or more selected items*

1. Select the item or items to be deleted.
2. Open the DME menu, and select **Actions** – **Delete**, *or*
   Press the Clear key.
3. Press **Yes** to confirm deletion.

Note that if you delete a large number of items (more than 20 e-mails/meeting invitations or more than 10 contacts) at a time, the next time the device synchronizes, a message will ask you if you really want to delete the items on the server. This is to prevent the accidental deletion of many items.

➢ *Deleting the currently open e-mail*

1. Open the DME menu in the e-mail you are reading, and select **Delete**, *or*
   Press the Clear key.
2. Press **Yes** to confirm deletion.

Reading e-mails

To open an e-mail, select the e-mail in a folder, and click the joystick.

Scroll through the e-mail by moving the joystick up or down. By pressing the [*] key you toggle between line or page scroll. In page scroll mode, the symbol is displayed in the top bar, and the cursor acts according to the table below.

Joystick	Normal scroll mode	Page scroll mode
Scrolling up/down	One line at a time	One screen at a time
Scrolling left/right	One character at a time	One word at a time

Links

When scrolling through e-mails, the DME client will search for different links such as e-mail addresses, phone numbers, and web links. Whenever a link is found, it is highlighted. You can activate options for the link by clicking the joystick on the link.

For *e-mail addresses and phone numbers*, you can select **Call** or **Add to contacts**.

- If the highlighted field is a phone number, the **Call** option will dial the number. If the field is an e-mail address, the **Call** option will look up contacts with the e-mail address in question and present the phone number(s) of the found contact, allowing you to make a call to the contact. Press **OK** to call the selected phone number.
- The **Add to contacts** option will copy the highlighted text to the clipboard, and open your Local contacts.

By pressing **Options** in your Local contacts book, you can choose among the following options: **Edit contact**, **New contact**, or **Refresh contacts**.

- **Edit contact** will open the selected (highlighted) contact.
  Now you can scroll down the list of information. When the field fits the text in the clipboard, an **Add here** command will appear as an option. In this way you can add an e-mail address to a contact.
- **New contact** functions in the same way as **Edit contact**, with the exception that a new contact is created first.
- **Refresh contacts** reloads your contacts and is normally used when changes have been made to your contacts' information. The reason that the DME client does not update the contacts automatically is that this can be a time-consuming procedure.

When a *web address* is selected, you can open the link in a browser by clicking the joystick and selecting **Yes**.

Attachments

When you receive an e-mail with an attachment, you will see an attachment icon in the Inbox.

➢ *Opening an attachment*

1. Open the e-mail (note that the following also applies to forwarded e-mails in the Outbox, Sent, and Drafts folders).
2. Open the DME menu, and select **Attachments** (in forwarded e-mails, select **Attachments** - **Open**).
   A list of the attachments to the e-mail is displayed.
3. Select the attachment.
4. Select **Yes** to download and open the attachment.
5. Select **Yes** to allow the attachment to be decrypted to disk.
   The attachment file is stored in a temporary folder on the device disk, which is outside the secure DME area. It is deleted from the temporary folder again when you log out of DME. If DME cannot delete the attachment immediately when you log out, for instance if it is still open in the application, it will keep trying at regular intervals.

To save transmission time and space on the device, attachments are not stored on the device unless you specifically choose to download them. In the attachment list, the icon shows if the attachment is only located on the mail system server.

The device can support several types of attachments depending on the programs installed. By default, the device will recognize several types of image files such as .bmp and .jpeg, sound files such as .wav, and text files. Often the device will also be able to open Microsoft Office and Adobe PDF files. Please refer to the user manual of the device for further information.

If the file is not supported by the device, an error message will be displayed.

Note that the DME administrator may have disallowed the download of attachments for security reasons.

Sending attachment

When an attachment has been downloaded to the device, you can use the device to send the attachment to an external source.

➢ *Sending an attachment*

1. Open the e-mail that contains the attachment.
2. Open the DME menu, and select **Attachments**.
3. Select the attachment.
4. If the attachment has not been downloaded to the device (indicated by an icon), you must open the attachment first.
5. Open the DME menu, and select **Send to** (or **Send**).
6. Select the method by which you want to send the attachment (see below). Sometimes only one option is available, for instance Bluetooth, and the device will start the detection or transfer immediately.

Follow the instructions from the device manual on how use the specified send method.

Send method	Description
Via multimedia	Creates a multimedia message (MMS) with the selected attachment.
Via e-mail	Creates an e-mail with the selected attachment.
Via Bluetooth	Sends the selected attachment via a Bluetooth connection to another device or computer.
Via infrared	Sends the selected attachment via an infrared connection to another device or computer.

Removing attachments

When you download attachments to the device, the attachments will take up space on the device. To free this space, you have the option to remove downloaded files from the device. The attachments will not be deleted on the mail system, only on the DME client.

➢ *Removing a single attachment*

1. Open the e-mail containing the attachment.
2. Open the DME menu, and select **Attachments**.
3. Highlight the attachment.
4. Open the DME menu, and select **Remove from phone**/**Delete**.
5. Press **Yes** to confirm.

For e-mails opened from the Outbox, Sent, and Drafts folders, the process is slightly different:

1. Open the e-mail containing the attachment.
2. Open the DME menu, and select **Attachments** - **Delete**.
3. Press **Yes** to remove all attachments from the e-mail.

➢ *Removing all attachments from the device*

1. Go to the Inbox.
2. Open the DME menu, and select **Actions** – **Delete all attachments**.
3. Press **Yes** to confirm.

Creating and sending e-mails

➢ *Creating and sending an e-mail*

1. Open the DME menu, and select **Create** – **E-mail**.
2. Enter message details as described in ***E-mail details*** on page 33.
3. In the menu, select **Send**.

The e-mail is now saved in the Outbox. Depending on the ***E-mail settings*** on page 48, the e-mail is sent immediately or queued for the next scheduled or manual sync. When the e-mail has been sent, it is moved to the Sent folder.

Note that you can also create an e-mail by finding one or more e-mail addresses through the Global Address Book first, and then choose to create an e-mail using the selected e-mail addresses. For more information, see ***Global Address Book*** on page 36.

E-mail details

The e-mail form works like a normal e-mail with fields for Send to, Carbon Copy (CC), Blind Carbon Copy (BCC), Subject, and Body. If you need to type multiple recipients in a field, you can separate the recipients using a comma (Lotus Notes style) or a semicolon (Outlook style).

Tip: On devices without a full keyboard, you can insert a new line in the e-mail body by clicking the joystick or moving the joystick to the right (depending on device model).

Address book integration

If the cursor is placed in the Send to ( ), CC or BCC field, you can search for contacts by clicking the joystick. You can now choose to search for recipients in the **Local contacts** or the **Global Address Book**.

Local contacts are contacts stored on your device. This usually corresponds to your Personal Address Book on the collaboration system. Scroll and click to select the contact(s) you wish to send the e-mail to, and select **Done** from the DME menu.

Apart from **Done**, the DME menu in your Local contacts contains the following options: **Select/Unselect**, **Details**, and **Refresh contacts**.

- **Select/Unselect** corresponds to clicking the joystick.
- **Details** opens a small window with more information about the current contact, including any alternative e-mail addresses and phone numbers.
- **Refresh contacts** reloads your contacts and is normally used when changes have been made to your contacts' information. The reason that the DME client does not update the contacts automatically is that this can be a time-consuming procedure.

The ***Global Address Book*** (see Glossary on page 61) is the shared address book on the collaboration system. If you select this option, you can search for a contact by Name, E-mail address, Department, Country, or Title. For more information about how to select recipients using the global address book, see the procedure in ***Global Address Book*** on page 36.

When you have selected the desired recipients, open the DME menu and select **Done**. The e-mail address of the contact(s) will be added to the field from which you started selecting recipients. If any of the recipients have multiple e-mail addresses, you will be able to choose between the addresses of each recipient.

Saving as draft

If you want to continue editing an e-mail at a later time, you can save the e-mail as draft.

➢ *Saving an e-mail as a draft*

1 Open the DME menu, and select **Save as draft**.

or

2 Close the e-mail, and select **Save as draft** when asked.

The e-mail is saved to the Drafts folder, and you are returned to the mailbox. When you want to finish the e-mail, you can open it from there, edit it, and send it in the usual way.

Selecting message options

You can sign, encrypt and mark the message with high importance.

➢ *Setting message options*

1 Open the DME menu, and select **Message options**.

2 Scroll up/down to select an option.

3 Click the joystick to enable or disable the selected option.

4 Select **Done** to return to the e-mail.

Please note the following about signed and encrypted e-mail:

- When you send a *signed* e-mail, and the DME server cannot find your private key on the server, an e-mail with the a notification of the error "The DME Server could not send the signed S/MIME e-mail") is sent to you by the DME server. The e-mail will be sent to the recipient; however, it will not be signed.
- When you send an *encrypted* e-mail, the DME server needs to know the public key of *each of* the recipients of the e-mail. If the public key of one of the recipients is unknown to the server, an e-mail with the a notification of the error ("Cannot find certificate for recipient: xx") is sent to you by the DME server. The e-mail will not be sent to any of the recipients.

Using signed and encrypted e-mail requires special setup. Please contact your DME administrator.

Replying to e-mails

When replying to an e-mail, you have the possibility to reply to sender with or without history (that is, the original e-mail is appended to the bottom of the e-mail) and reply to all with or without history.

➢ *Replying to an e-mail*

1 Open the e-mail.

2 Open the menu, and select **Reply** or **Reply to All**.

3 Select **With history** or **Without history**.

4 If the e-mail contained attachments, you will be asked if you want to include the attachments in your reply.

A new e-mail is created for the original sender and possibly all original recipients. You can now add text to the e-mail and send it.

If the e-mail you are replying to was signed, encrypted, or marked with high priority, DME will copy these settings to the new e-mail.

Forwarding e-mails

You can forward an e-mail with all content, including attachments.

➢ *Forwarding an e-mail*

1. Open the e-mail.
2. Open the DME menu, and select **Forward**.
3. If the e-mail contains attachments:

   Press **Yes** to include attachments, *or*

   Press **No** to send the e-mail without attachments

1. Enter recipients.
2. Select **Send** to send the e-mail.

You can include attachments when you forward e-mails even if they have not been downloaded to the device. When the e-mail is sent, the attachments will automatically be added from the mail system if you have chosen to include the attachments.

For information about how to enter recipients, see Address book integration.

Viewing e-mail details

You can see a summary of information about the e-mail you are reading.

➢ *Viewing e-mail details*

1. Open an e-mail.
2. Open the menu, and select **E-mail details**.

An information box shows information about the current e-mail.

The information consists of a list of recipients of the e-mail (individual recipients or a mail group) and the date and time the e-mail was sent.

Search

Using the DME client you can search for contacts in the global address book on the collaboration system, search e-mails in your mailbox on the collaboration system, or search e-mails already downloaded to the device.

Global Address Book

The ***Global Address Book*** (see Glossary on page 61) is the address book on the collaboration system.

If you want to create an e-mail message or a meeting invitation, you can open the DME menu and select **Create** as described in ***Creating and sending e-mails*** on page 33 or ***Booking meetings*** on page 43. However, you can also find the recipient or recipients of your e-mail or meeting invitation first, and then choose to create a new e-mail or meeting invitation with the selected contacts as recipients.

➢ *Finding contacts in the global address book*

1. Open the DME menu, and select **Search - Global Address Book** (this step has already been completed if you open the global address book from a new e-mail or meeting invitation).

   You can now search for a contact by Name, E-mail address, Department, Country, or Title (on Java devices, you can only search for Name and E-mail address).

2. Enter a search text in at least one of the available fields, and select **Search**.

   A connection is made to the mail system, and the search results are displayed. Depending on a setting on the DME server, the search will either look for entries *starting with* the text you have entered, or entries *containing* the text you have entered. When searching for a name, you can enter both a first and last name separated with a space.

   By default a maximum of 10 results are shown, but this can be changed by the DME administrator.

3. From the search results you can select contacts the same way as with your local contacts. Selected contacts are marked with a .

4. If you opened the global address book search from an e-mail or meeting invitation, select **Done** from the DME menu to insert the selected contacts into the field from which you chose to search for contacts.

   or

   If you opened the global address book search from the **Search** menu, select **Create - E-mail** or **Create - Meeting** from the DME menu to insert the selected contacts as recipients in a new e-mail or meeting invitation, respectively. (Note that this applies to the S60 client only).

Apart from the **Done** or **Create** options, the DME menu contains the following options:

- **New search**: Return to the search screen with every option in the search screen reset to default values. (Note that this does not apply to the Windows Mobile client).
- **Select/Unselect**: Select or unselect the currently highlighted contact.
- **Details**: View more details about the selected contact. The type of details that can be seen depends on choices made by the administrator of the collaboration system. Select **OK** to close the details window.
- **Call**: Any phone numbers associated with the highlighted contact are listed. Select one, and press **OK** to place a voice call with the contact, or **Cancel** to exit the menu. (Note that this does not apply to the Java client).
- **Add to contacts**: The details of the highlighted contact are copied to a new entry in your local contacts. You can edit the details and press **Done** to save the contact as a local contact.

E-mails (on server)

The DME client only synchronizes e-mails found in the main Inbox on your collaboration system, and only from the last number of days specified in ***E-mail settings*** on page 48. Sometimes you may need to find an e-mail which is not stored in the main inbox in your collaboration system mailbox, or which is too old to be synchronized to your DME client.

Using this function, you can search for any e-mail stored in any folder of your mailbox on the collaboration system.

➢ *Searching for e-mails on the server*

1 Open the DME menu, and select **Search - E-mails (on server)**

2 Complete the search fields in the form:

1. **Search text**: In this field enter the text to search for.
2. **Field**: Select the e-mail fields in which to search for the specified text. Click the joystick to choose between the following options:

   Any field: All text fields are searched for the specified text string.

   Subject: Only the Subject field is searched.

   Subject, Body: Both the Subject and the Body fields are searched.
3. **Person**: In this field enter all or part of the name of the sender of the e-mail you are looking for (or *recipient* in case you are searching your Sent folder).
4. **Folder**: Choose the folder in which the e-mails to be searched are located. Click the joystick to choose between the mail folders defined in the mailbox on the collaboration system.

   Select a folder, and choose **Done**. For information about folders and folder selection, please see ***Selecting folders*** on page 39 below.
5. **Time frame**: If you select this check box, DME displays two fields in which you can enter a range of dates. This limits the search to e-mails received within the selected time frame. The time frame is by default today's date.
6. **Results/page**: In this field you can specify the number of results you wish to display per page. If your search generates a large number of results, it can take a considerable time to download all the results. Therefore you can define how many results you want to see at a time, and then browse to the next page of results.

3 Select **Search**.

Note that a search can only be executed if one or more of the fields **Search text**, **Person**, **Folder**, or **Time frame** has been completed. If not completed, an error message says "Search fields cannot be blank" when you select **Search**.

The search results are displayed. Note that the client shows the results in the order in which they are presented by the collaboration system. If your collaboration system is based on Lotus Domino, the search results are returned in *order of relevance*. If your collaboration system is based on Microsoft Exchange, the search results are returned in *chronological order* (that is, by date).

The server sets a limit to the number of search results. By default, the limit is 100 results. The results are divided into a number of pages, depending on the number of results per page you have selected. If more results are returned than the specified number of results per page, DME shows the first page. To see the next page, move the joystick to the right or click the right navigation key (or choose **Next page** in the menu). You are then prompted if you want to download the next pageful of results.

Note that the results are cached on the device for as long as you are performing the search. This means that browsing between result pages is instantaneous once the results have been downloaded.

If no results are found, DME shows a message that no matches are found, and you are returned to the search screen after confirming the message.

DME initially only retrieves the *header information* from the e-mails, that is sender, date, and subject. If you click to open an e-mail, DME asks you if you wish to retrieve the rest of the e-mail. If you select **Yes**, the e-mail in question is downloaded from the collaboration system and stored on the device.

On the search results page, the DME menu has the following options:

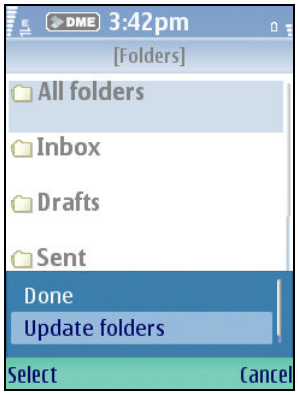
- **New search**: Return to the search screen with every option in the search screen reset to default values.
- **Refine search**: Return to the search screen, but retain the selections you already made.
- **Previous page**: If more results were returned than the specified number of results per page, and you are not looking at the first page, you can go to the previous pageful of results. Alternatively, move the joystick to the left or click the left navigation key.
- **Next page**: If more results were returned than the specified number of results per page, you can go to the next pageful of results. Alternatively, move the joystick to the right or click the right navigation key.

Press **Close** to close the search and return to the e-mail folder from which you opened the search window.

Please note that for best performance, your mailbox should be *indexed*. For more information about indexing your mailbox, see the documentation for Lotus Notes or Microsoft Outlook.

Selecting folders

When you select the folder list button, you can see a list of the e-mail folders in your collaboration system mailbox. The first time you display this list, you can only choose among **All folders**, **Inbox**, **Drafts**, and **Sent**. However, you can display the actual mail folders in your mailbox on the collaboration system by opening the DME menu, and selecting **Update folders**.



The DME client communicates with the server and downloads a list of the mail folders you have defined in your mailbox on the collaboration system.

Notice the following in this screen (the numbers refer to the numbers in the illustration above):

1 When a mailbox folder includes other folders (subfolders), a right-arrow is shown in the top bar. To navigate to the subfolders, move the joystick to the right.

2 The names of the subfolders in a folder are displayed in the line below the name of the parent folder.

3 If a folder is marked with a grey color, it means that it cannot be selected. On Domino systems, you can create folders and subfolders at the same time by naming a new folder like this: Work\Testing. When created in this way, the parent folder (Work) cannot itself contain e-mails (but Testing can). Therefore you cannot select the parent folder here, but you can navigate to the subfolder by moving the joystick to the right.

This is what the DME folder from the illustration above looks like.

A left-arrow in the top bar indicates that you must move the joystick to the left in order to display the parent folder again. Also note the ..\ in front of the folder name in the top bar, which indicates that you have moved one level down in the folder structure.

To select a folder, use the joystick to move to the folder you want to search, and click the joystick. If you select a folder which contains other folders, you will get different results depending on your collaboration system:

- If you use Domino, the search for e-mails will be performed in the selected folder only.
- If you use Exchange, a message will be shown: "Do you wish to include subfolders in your search?" If you answer **Yes**, e-mails in the subfolders of the selected folder will be searched as well.

E-mails (on phone)

From any mail folder, you can search for a text string contained in an e-mail in the DME client.

➢ *Searching for a text string*

1 Open the menu, and select **Search - E-mails (on phone)**

2 Complete the search fields in the form:

1. **Search text**: In this field enter the text to search for. This field cannot be blank.
2. **Field**: Select the e-mail fields in which to search for the specified text. Click the joystick to choose between the following options:

   Any field: All text fields are searched for the specified text string.

   Sender, recipient: Only Sender and recipient fields are searched.

   Subject: Only the Subject field is searched.

   Subject, Body: Both the Subject and the Body fields are searched.
3. **Folder**: Choose the folder in which the e-mails to be searched are located. Click the navigation key to choose between the local mail folders: **Inbox**, **Outbox**, **Drafts**, and **Sent**.

3 Select **Search**.

The search results are displayed. If no results are found, DME shows a message that no matches are found, and you are returned to the search screen after confirming the message.

The menu has the following options:

- **New search**: Return to the search screen with every option in the search screen reset to default values.
- **Refine search**: Return to the search screen, but retain the selections you already made.
- **Previous page**: If more results were returned than the specified number of results per page, and you are not looking at the first page, you can go to the previous pageful of results. Alternatively, move the navigation key to the left.
- **Next page**: If more results were returned than the specified number of results per page, you can go to the next pageful of results. Alternatively, move the navigation key to the right.
- **Actions**: This submenu lets you delete all the found e-mails, the selected e-mail(s), or remove all attachments from the found e-mails.

Press **Close** to close the search and return to the e-mail folder from which you opened the search window.

Calendar

DME uses the calendar application which is native to your device. You can create and edit appointments in the calendar application. When you synchronize calendar items, they will be entered into your ***collaboration system*** (see Glossary on page 61).

However, whenever you want to invite other people to your meetings and appointments, you use the DME client. Also, meeting invitations from other people are received in the DME Inbox.

Receiving meeting invitations

When meetings are booked on the collaboration system, all attendees receive a meeting invitation by e-mail, containing information about the meeting.

In the DME client, a meeting invitation is recognized by the clock/e-mail icon in the Inbox.

➢ *Responding to a meeting invitation*

1. Open the meeting invitation. In the invitation, you can see the subject and time of the meeting, who organized the meeting, and who have been invited (attendees).
2. In the DME menu, you can now choose among the following options:
   - **Accept**: Accept the meeting invitation. The meeting is created in you calendar, and a notification of your acceptance is sent to the meeting organizer/chair.
   - **Decline**: Decline the meeting invitation. Notification of the cancellation is sent to the organizer/chair and any other attendees.
   - **E-mail details**: Shows details about the message – who are the recipients, and when was it sent.
   - **Show calendar**: Open your calendar application, for instance to check your other schedule for the day of the meeting.
3. When you **Accept** or **Decline** a meeting invitation, you can add comments to the invitation. The comments are sent to the organizer/chair.

When you respond to a meeting invitation, the e-mail containing the invitation is removed from your Inbox, and your calendar is possibly updated at the next calendar synchronization.

Changing meeting details

If you attempt to change details in a meeting where you are not the organizer/chair, DME will reject the change. For instance, if you change the time of a meeting which you did not originally organize, and then synchronize, the DME Server will send you an e-mail explaining that you could not change the time of a meeting which you did not book, and the meeting time will be reset.

Booking meetings

From the DME client you can book a meeting in you calendar. You can invite people to attend the meeting, and you can reserve rooms and resources. This basically works the same way as booking meetings in your collaboration system.

➢ *Creating a new meeting*

1. Open the DME menu, and select **Create** – **Meeting**
2. Enter meeting details: see ***Entering meeting details*** on page 43
3. Add participants: see ***Adding participants*** on page 43
4. Enter a location and book resources: see Location and resources
5. From the DME menu, select **Send invitation**

The next time the DME client is synchronized with the DME server, meeting invitations will be sent to the selected participants, and the meeting will be created in you calendar.

Note that you can create a new meeting invitation by selecting recipients first and then creating the meeting invitations. For more information, see ***Global Address Book*** on page 36.

To navigate between the tabs **Meeting details**, **Participants** and **Location and resources**, move the joystick up or down until the tab is highlighted, and then move it right or left to display the next or previous tab.

Entering meeting details

In the **Meeting details** tab, you can do the following:

- **Subject**: Enter a subject for the meeting.
- **Date and time**: Enter starting and ending dates and times for the meeting.
- **Time zone**: Enter the time zone for the starting and ending times. See ***Working across time zones*** on page 12.
- **Alarm**: Enable or disable the alarm. When the alarm is enabled, you can enter a date and time for when the alarm should go off.
- **Private**: Mark the meeting as private. This means the the meeting details are not visible to other people in the collaboration system when you sync the calendar item.
- **Description**: Enter a description of the meeting, agenda, etc.

Adding participants

In the **Participants** tab, you can add meeting participants from Local contacts on the device and from the global address book on the server.

➢ *Entering meeting participants*

1. Open the DME menu.
2. Select **Local contacts**

   or

   Select **Global Address Book**

For more information, see ***Address book integration*** on page 34.

Location and resources

In the **Location and resources** tab, you can enter a location for the meeting and book rooms and resources that are available in the collaboration system.

In the form, you can enter information into the following fields:

- **Location**: Here you can enter free text describing the location of the meeting - for instance a country or city.
- **Rooms**: Here you can book one or more of the rooms made available by the collaboration system. The rooms are listed in the drop-down list. See below.
- **Resources**: Here you can book one or more of the resources made available by the collaboration system. The resources are listed in the drop-down list. See below.

Before selecting rooms or resources, you must download the available rooms and resources from the collaboration system to your device.

➢ *Downloading rooms and resources*

In the Rooms or Resources field, open the DME menu and select **Get resources**, or click the joystick, and select **Yes** to download resources from the collaboration server.

➢ *Selecting rooms*

1. Move the cursor to the Rooms field.
2. Open the drop-down list by selecting the button or clicking.
3. Scroll up and down, and mark the rooms you want to add.
4. Select **Done/OK**.

➢ *Selecting resources*

1. Move the cursor to the Resources field.
2. Open the drop-down list by selecting the button or clicking.
3. Scroll up and down, and mark the resources you want to add.
4. Select **Done/OK**.

Checking free time

When participants, rooms and resources have been added, you can check if they are available within the specified time frame. This can be done from any of the tabs.

➢ *Checking free time*

1. Open the DME menu, and select **Check free time**.

   After DME has checked on the server, you will see a message indicating whether all participants and resources are available or unavailable within the selected time frame.
2. Select **Yes** to show alternative time frames

   or

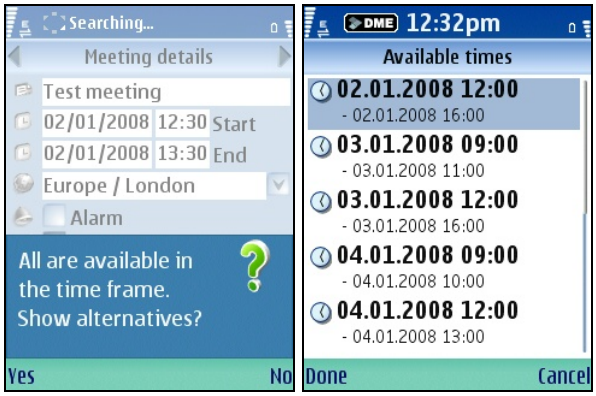
   Select **No** to keep the current time frame

If you select **Yes** to show alternatives, you will see a list of time frames within which all participants and resources are available.

3 Scroll up or down to select a new time frame.

4 Select **Done/Select** to use the selected time frame.

The meeting details are changed to reflect the update.



Contacts

The Contacts application is populated by DME and reflects your personal address book on the collaboration system. See ***Sync vs. import*** see "Sync. vs. import" on page 10 for information about special considerations in connection with initial synchronization or import of contacts from the collaboration system.

To-dos

A to-do item is a special type of calendar item and is synchronized with your collaboration system by DME. See ***Sync vs. import*** see "Sync. vs. import" on page 10 for information about special considerations in connection with initial synchronization or import of to dos from the collaboration system.

For a to-do to be sent from the collaboration system to the device at synchronization, the following criteria must be fulfilled by the to-do on the collaboration system:

1 A due date has not been specified, and it has not been marked as complete (Domino only).

2 Or the to-do is overdue and not marked as complete, regardless of the values in the starting date and due date fields.

3 Regardless of the above, a to-do is included if either the starting date or the due date is within the time span set in ***To-do settings*** see "To do settings" on page 51.

Examples:

The time span is set to 10 days in To-do settings, and today is April 15th.

1. A to-do on the collaboration system was created on March 23rd with a due date on April 17th. This to-do is synchronized to the device because the due date is within the 10-day time span from the To-do settings.
2. Another to-do was created on March 3rd, with a due date of March 16th. It has not been marked as completed. This to-do is synchronized to the device. When it is marked as completed, it will no longer appear on the device.

Settings

When a new device is created in DME, a set of default settings for the device is sent to the client the first time the device connects with the server, or when a new user takes over an existing device. These settings should represent your company's security policy.

Note that the DME administrator may have blocked your access to changing any or all of the settings described in the following sections. Furthermore, when a "permitted range" is mentioned in the following sections, the range may in fact have been reduced by the DME administrator.

General settings

In the general settings, you specify the overall setup of DME on your device.

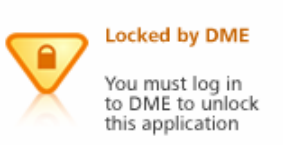
- **Server path**
  This is the path to the DME server. The value is set automatically when installing the DME client. The server path should rarely be changed, and only if your DME Administrator tells you to.
- **Phone number**
  The phone number of the device. The DME server needs to know your phone number for sending SMS messages and pushing downloads etc. to the device.
- **Launch on startup**
  Select **Yes/Enabled** to make the DME client launch every time you start your device. This is default and highly recommended for security purposes.
  Select **No/Disabled** if you want to start the DME client manually.
- **GPRS timeout**
  Select **After 1 min.** to force the DME client to shut down the GPRS connection after one minute of inactivity. This is the default value, and is recommended to save connection costs.
  If you select **Always on**, the GPRS connection is never shut down.
- **Fast import**
  If you select **Enabled**, all entries in an import (for example all contacts) must be written before saving to disk. This results in a faster import from the collaboration system, but should not be used if there is a risk of a bad connection, as duplicate entries may be created if something goes wrong during the import.
  Select **Disabled** if you are in an area with a potentially bad GPRS connection.

- **1. access point**
  In this field you can specify the primary access point used to connect to the DME server. It is recommended to enter the fastest and/or cheapest access point as the primary access point, such as WLAN, and let it fall back to GPRS as a secondary access point.
- **2. access point**
  In this field you can specify the secondary (fallback) access point used to connect to the DME server, if the primary access point fails or becomes unavailable.
- **3. access point**
  In this field you can specify the tertiary (fallback) access point used to connect to the DME server, if the primary or secondary access points fail or become unavailable.
- **Time zone**
  In this field you can specify the time zone you are currently in from a list of time zones. **Server time** is default, meaning same time zone as the server. For more information about time zones and DME, see ***Working across time zones*** on page 12.

Security settings

In the security settings, you specify the security aspects of DME on your device.

- **Logout timeout (min)**
  The DME client is locked automatically after the specified number of minutes of inactivity. Permitted range: 0-60 minutes.
- **Flush on new SIM**
  If you select **Enabled**, all data will be deleted from the DME client when the SIM card is changed. For more information, see ***Data security*** on page 15.
  The default value is **Disabled**, which means that no data is deleted when you change SIM cards.
- **Lock Messaging**
  If you select **Enabled**, you can only access the messaging applications (SMS/MMS etc.) on the device when you are logged in to the DME client. If you exit DME and attempt to open the messaging application, the following message is shown:

  If you select **Disabled**, the messaging applications are never locked.
- **Lock Calendar**
  If you select **Enabled**, you can only access the calendar on the device when you are logged in to the DME client. See **Lock Messaging** above.
  If you select **Disabled**, the calendar is never locked.

- **Lock Contacts**
  If you select **Enabled**, you can only access the Contacts application on the device when you are logged in to the DME client. See **Lock Messaging** above.
  If you select **Disabled**, the Contacts application is never locked.
- **Lock device**
  If you select **Enabled**, the device is completely locked when you log out of the DME client. You are only able to receive voice calls, make emergency calls, receive (but not view) text messages, and respond to calendar alarm messages. For maximum security, enable the setting "Launch on startup" in the ***General Settings*** on page 46. This way, this level of security is maintained even if the device is rebooted. Furthermore, the DME client will automatically restart if it should crash.
  If you select **Disabled**, the device is not locked when you log out of the DME client.
- **S/MIME password**
  If you have uploaded your personal certificate to the DME server (using myDME), you must enter the password for your private key in this field. For more information about S/MIME and myDME, contact your DME administrator.

E-mail settings

In the e-mail settings, you specify the synchronization and other aspects of e-mail in the DME client on your device.

- **E-mail sync.**
  If you select **Enabled**, e-mail synchronization is enabled. This setting affects push mail, e-mail pull, manual synchronization, and scheduled sync.
  If you select **Disabled**, e-mails are never synchronized.
- **Days back**
  When e-mails are synchronized, e-mails from the last number of days selected here will be synchronized and available in the Inbox. Permitted range: 0-99 days.
- **Mail alert**
  In this field you can specify the sound you want played when a new mail is received by DME.
- **Alert volume**
  In this field you can specify the volume of the alerts you hear when a new e-mail arrives.
- **Alerts start**
  In this field you can specify the time of day from which you want to begin receiving audible alerts when a new e-mail arrives. Use the local time format, for instance hh:mm:ss or hh:mm:ss am/pm. Example: 08:00 or 08:00 am.
- **Alerts end**
  In this field you can specify the time of day from which you no longer want to receive audible alerts when a new e-mail arrives. Use the local time format, for instance hh:mm:ss or hh:mm:ss am/pm. Example: 18:00 or 06:00 am.

- **Vibrating alert**

  If you select **Enabled**, the device vibrator will be activated when a new mail is received by DME.

- **Send immediately**

  If you select **Yes**, e-mails created on the device are sent immediately when you press **Send**.

  If you select **No**, e-mails are stored in the Outbox folder when you press **Send**, and are not sent until the next scheduled or manual synchronization.

- Delete only locally

  If you select **Yes**, e-mails deleted from the DME client will only be deleted on the device, and not on the collaboration system. This is the default.

  If you select **No**, e-mails deleted on the client will be removed from both the DME client and the mail system at the next scheduled or manual synchronization.

- **Signature**

  Any text you enter in this field will be appended to all new e-mails sent from the DME client. You typically use it for adding a signature. Note that the DME administrator can add another text to be appended to e-mails, called an "E-mail disclaimer". DME will add the signature from this field first, and then the e-mail disclaimer will be added by the DME server.

  Note that if you do not want a signature on your S60 device, you need to type a dash ("-") in this field in order to be able to press **OK**. This is because S60 devices do not permit blank fields. DME will ignore the dash.

- **Font size**

  In this field you can choose the font size used in the DME client. Choose between **Small**, **Normal** (default), and **Large**.

- **E-mail pull**

  If you select **Enabled**, client-initiated (pull) synchronization of e-mail is enabled. This corresponds to the Scheduled sync., but is independent of the synchronization schedule set up on the DME server.

  Select **Disabled** to disable the client-initiated sync. of e-mail.

- **Pull interval**

  If **E-mail pull** is enabled, the client will initiate a sync. every number of minutes selected here. Permitted range: 10-120 minutes.

- **Start time**

  In this field you can specify the time of day after which client-initiated pull should start, if this is enabled. Use the local time format, for instance hh:mm:ss or hh:mm:ss am/pm. Example: 08:00 or 08:00 am.

- **End time**

  In this field you can specify the time of day at which client-initiated pull should end, if this is enabled. Use the local time format, for instance hh:mm:ss or hh:mm:ss am/pm. Example: 17:30 or 05:30 pm.

- **Run on weekends**

  If you select **Yes**, client-initiated pull will continue to run over the weekend.

  If you select **No**, client-initiated pull will not run on weekends.

- **Call privacy**
  In this field you can specify whether the device should send the caller ID when calling a number directly from an e-mail.
  - **Phone default**: Use the settings from the device to determine whether to use the network operator's settings, send, or hide the user's number.
  - **Always ask**: Ask the user whether or not to send the caller ID.
  - **Send my number**: Send caller ID whenever possible.
  - **Hide my number**: Never send caller ID.
- **Show received time**
  If you select **Yes**, a column is added to the mailbox folders with the date on which the e-mail was sent or received.

Calendar settings

In the calendar settings, you specify the synchronization and other aspects of calendar items in the DME client on your device.

- **Calendar sync.**
  If you select **Enabled**, calendar synchronization is enabled. This setting affects push notification, calendar pull, manual synchronization, and scheduled sync.
  If you select **Disabled**, calendar items are never synchronized.
- **Days back**
  When items are synchronized, items from the last number of days selected here will be synchronized and available in the Calendar. Permitted range: 0-99 days.
- **Days forward**
  When items are synchronized, items up until the number of days selected here will be synchronized and available in the Calendar. Permitted range: 0-999 days.
- **Calendar pull**
  If you select **Enable**, client-initiated (pull) synchronization of calendar items is enabled. This corresponds to the Scheduled sync., but is independent of the synchronization schedule set up on the DME server.
  Select **Disable** to disable the client-initiated sync. of calendar items.
- **Pull interval**
  If **Calendar pull** is enabled, the client will initiate a sync. every number of minutes selected here. Permitted range: 10-120 minutes.
- **Start time**
  In this field you can specify the time of day after which client-initiated pull should start, if this is enabled. Use the local time format, for instance hh:mm:ss or hh:mm:ss am/pm. Example: 08:00 or 08:00 am.
- **End time**
  In this field you can specify the time of day at which client-initiated pull should end, if this is enabled. Use the local time format, for instance hh:mm:ss or hh:mm:ss am/pm. Example: 17:30 or 05:30 pm.
- **Run on weekends**
  If you select **Yes**, client-initiated pull will continue to run over the weekend.

If you select **No**, client-initiated pull will not run on weekends.

Contacts settings

- **Contacts sync.**
  If you select **Enabled**, the contact synchronization is enabled. Your list of contacts on the device is synchronized with your personal address book on the collaboration system when a sync. is run. This setting affects push notification, manual synchronization, and scheduled sync.
  If you select **Disabled**, contacts are never synchronized.

To do settings

- **To-do sync.**
  If you select **Enabled**, to-do item synchronization is enabled. This setting affects push notification, manual synchronization, and scheduled sync.
  If you select **Disabled**, to-dos are never synchronized.
- **Days back**
  When items are synchronized, items from the last number of days selected here will be synchronized and available in the Calendar. Permitted range: 0-99 days.
- **Days forward**
  When items are synchronized, items up until the number of days selected here will be synchronized and available in the Calendar. Permitted range: 0-999 days.

Files settings

With these settings, you enable or disable the synchronization of files. File synchronization requires a special license and is set up on the DME server. For more information, please ask your DME administrator.

- **File sync.**
  If you select **Enabled**, file synchronization is enabled. This setting affects push notification, manual synchronization, and scheduled sync.
  If you select **Disabled**, files are never synchronized.

Scheduled sync. settings

- **Scheduled sync.**
  If you select **Enabled**, the DME client will initiate synchronization of the enabled resources (e-mail, calendar, etc.) according to the schedule specified below.

If you select **Disabled**, the synchronization of resources relies on client-initiated sync (pull, where applicable), manual synchronization, or push notification from the mail system.

- **Interval**
  If **Scheduled sync.** is enabled, the client will accept a sync. every number of hours selected here. Permitted range: 1-24 hours.
- **Start time**
  In this field you can specify the time of day after which scheduled sync. should start, if this is enabled. Use the local time format, for instance hh:mm:ss or hh:mm:ss am/pm. Example: 08:00 or 08:00 am.
- **End time**
  In this field you can specify the time of day at which scheduled sync. should end, if this is enabled. Use the local time format, for instance hh:mm:ss or hh:mm:ss am/pm. Example: 17:30 or 05:30 pm.
- **Run on weekends**
  If you select **Yes**, scheduled sync. will continue to run over the weekend.
  If you select **No**, scheduled sync. will not run on weekends.

Removing the client

Uninstalling the client from a device follows the usual procedures for each platform.

The DME administrator may have specified on the server that you are never allowed to uninstall the client. In this case, you are unable to do so.

Alternatively, the DME administrator may specify that you are only permitted to uninstall the client if you are logged in. In this case, you will be prompted for a user name and password when you attempt to uninstall the client. If you enter the correct credentials within one minute, you will be permitted to continue uninstalling the client.

➢ *Uninstalling the DME client*

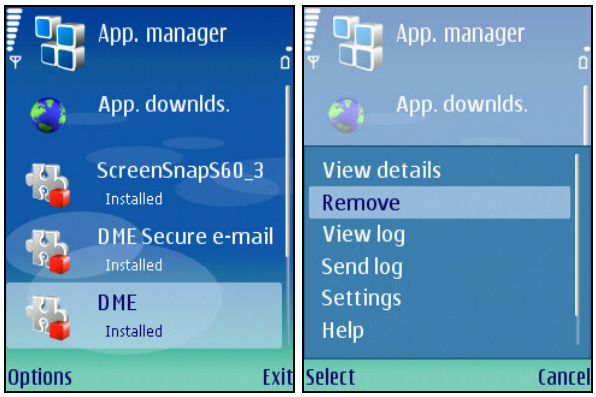
1 Open the menu by pressing the Menu key.

2 Select **Tools** – **App. Mgr.**, or go to the **Installat.** folder.

3 Highlight **DME**.

4 Select **Options** – **Remove**.

5 Press **Yes** to continue.

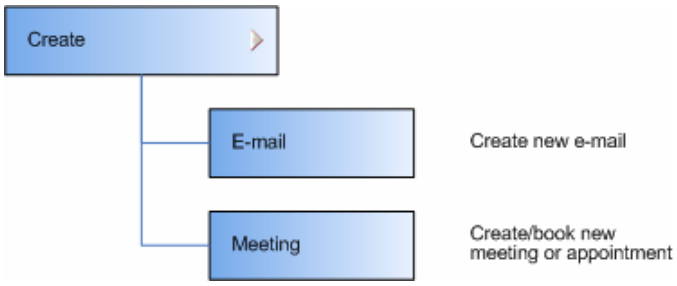


The DME client is now removed from the device.

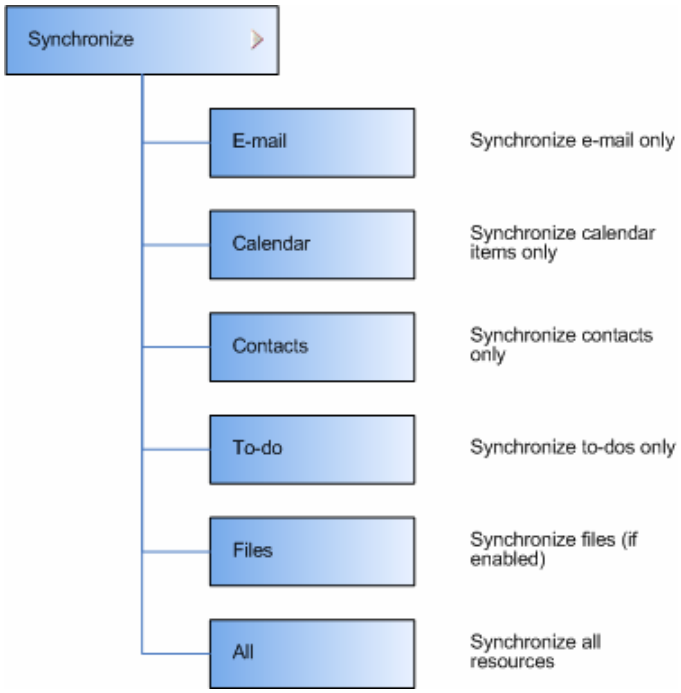
Menu tree

The menu structure of the DME client is as follows:

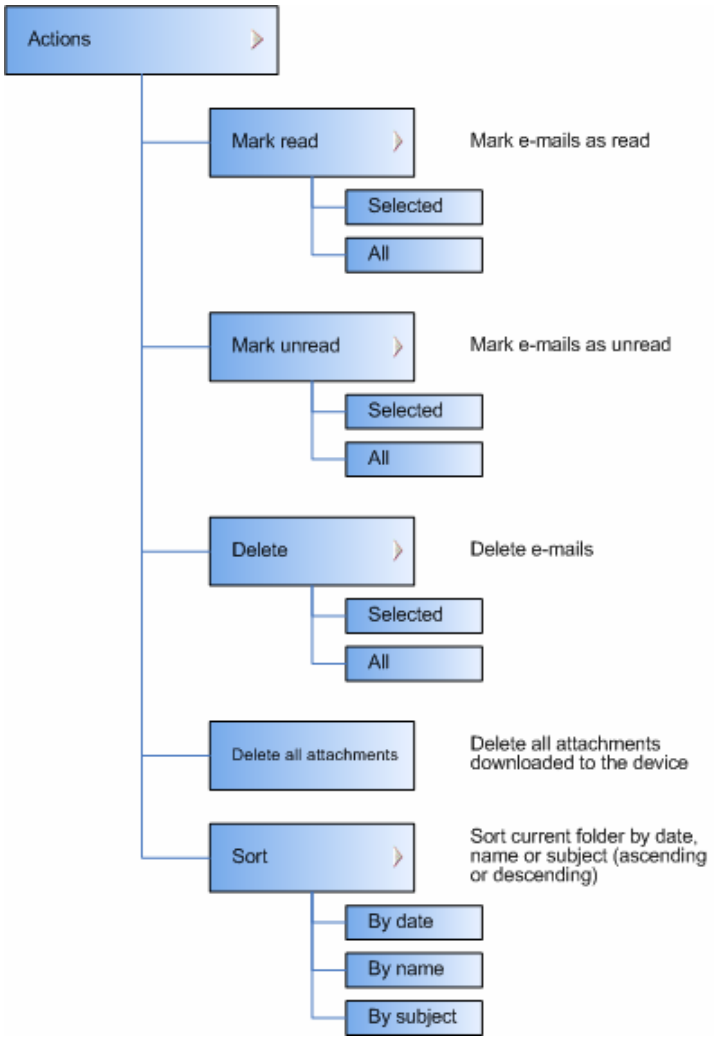
Create



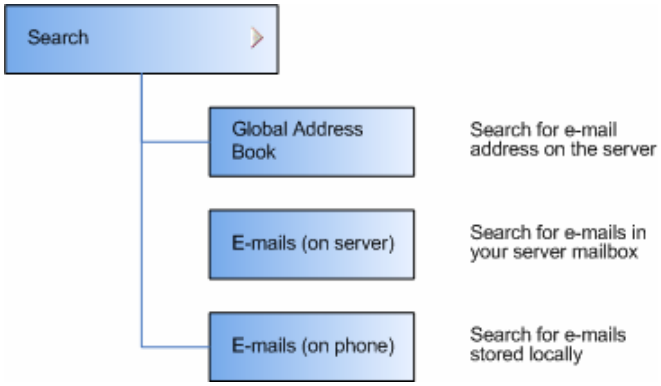
Synchronize



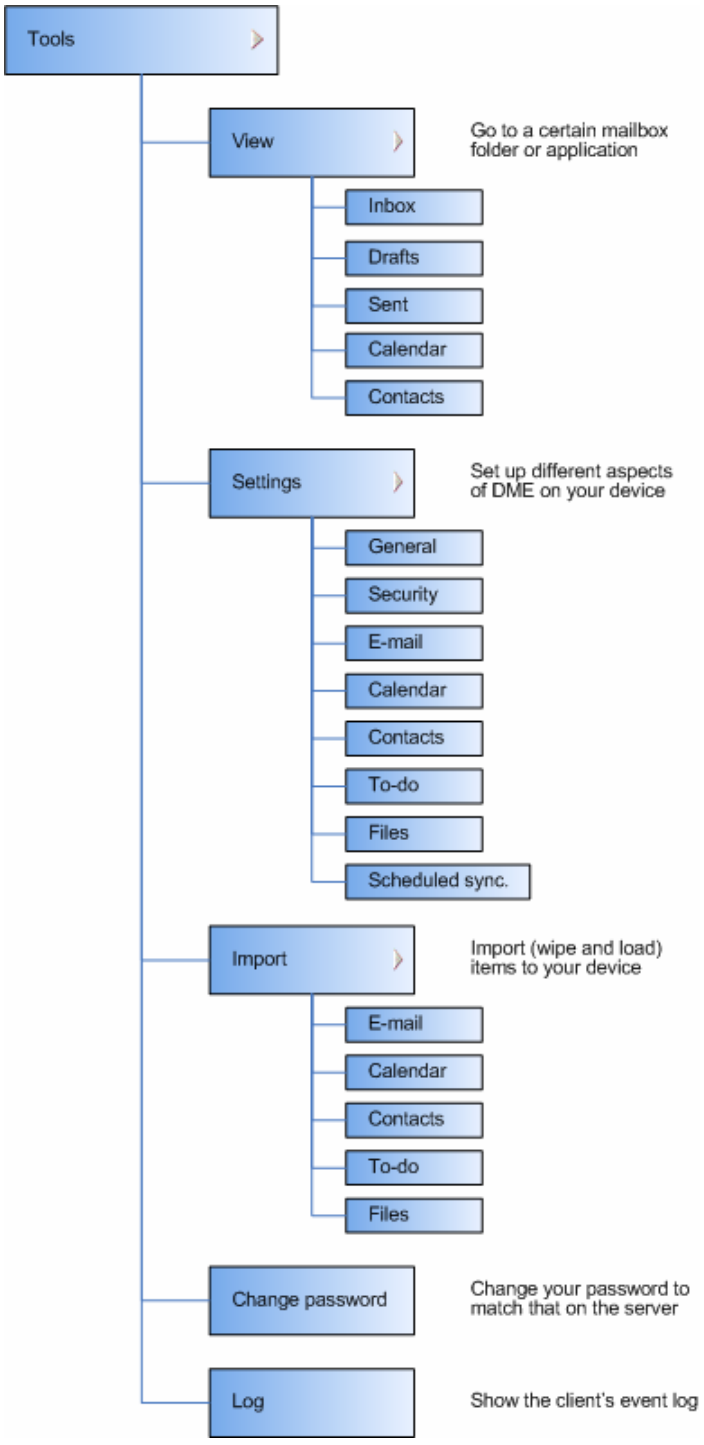
Actions



Search


Search
Global Address Book
Search for e-mail address on the server
E-mails (on server)
Search for e-mails in your server mailbox
E-mails (on phone)
Search for e-mails stored locally

Tools



About DME

If you need further assistance

If you have read this guide and still have questions concerning the function and use of the DME client, please contact your DME administrator (usually the internal IT department).

Before contacting your DME administrator, be sure to have information about your DME version etc. ready.

➢ *Show the current version of your DME client*

1 Open the DME menu.

2 Select **About DME**.

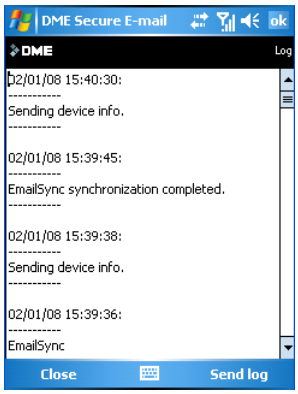
Furthermore, DME keeps a log of the events that take place.

➢ *Show the DME client event log*

1 Open the DME menu.

2 Select **Tools**.

3 Select **Log**.



If you are using the DME client for Windows Mobile or Java, you can tap **Send log** to insert the log text into a new mail, which you can then send to your Helpdesk.

Please note that the DME administrator can request the client log using a feature in the DME Server.

If you are the DME administrator, you can contact your DME partner.

You can also check the ***DME Support*** http://support.dmesync.com Web site for more information.

If you find errors or omissions in this documentation, please contact ***Documentation feedback*** mailto:documentation@dmesync.com?Subject=Documentation feedback.

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Glossary of terms

C

Collaboration system

The collaboration system is the corporate system for e-mail and calendar functions. DME supports Microsoft Exchange and Lotus Domino. The integration between the collaboration system and the DME client is configured in the DME Server application, which acts as a gateway between the collaboration system and the client.

G

Global Address Book

The *Global Address Book* is the address book on the collaboration system. It is based on the LDAP directory and is shared among all the users of the system.

R

RSA SecurID

RSA is an algorithm for public-key cryptography. The algorithm is suitable for signing as well as encryption. RSA is widely used in electronic commerce protocols, and is believed to be secure given sufficiently long keys and the use of up-to-date implementations.

A Flash demo about using RSA SecurID Tokens exists at RSA's web site: ***Using RSA*** see Using RSA (Flash) - http://www.rsa.com/node.aspx?id=1159.